



# Tawnya Mitchell

tm2 consulting

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## Biography

Tawnya Mitchell founded TM2 Consulting in 2005 after spending seventeen years as a public educator. She has a love of learning and passionate desire to help others polish their skills for professional success. TM2 consulting proudly assists others in enhancing their professional performance. Through her experience as an educator and now as a corporate coach, Tawnya Mitchell has helped others achieve success for more than two decades.

Tawnya draws from her experience as an educator and pulls from current trends in adult learning to deliver top training sessions, perform needs assessments, customized learning encounters as well as individual coaching. She specializes in soft skills training related to communication and interpersonal relationships. Tawnya is a dynamic trainer with innovative ideas and concepts for increasing transference of learning from the classroom to the job.

Tawnya is a dynamic development consultant with proven effectiveness in many areas including: leadership development, performance improvement, communication skills, coaching, needs assessments, instructional design/delivery, team facilitation and more. Mrs. Mitchell holds a Bachelor's of Science in Education from the University of Texas.

## Classes Currently Offered

**Button Pushers – Dealing with Difficult Situations** - Identify the top 5 “button pushing” situations and discuss why situations often escalate conflict rather than resolve it. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

**Conflict or Cooperation** - Increase your awareness of conflict provoking behaviors that may exist and gain understanding on how to replace them with cooperative behavior. Participants will role play and discuss the top 12 defusing tactics, as well as identify the difference between conflict avoidance and conflict resolution.

**Firm Foundation – Basic Punctuation, Sentence Structure, and Paragraphing** - Go back to the foundation elements of writing. Refresh your knowledge of the basic parts of speech and how they work together to formulate effective written communication. Learn how to build well-written, effective sentences. Also, review elements of basic punctuation and simple paragraph structure.



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## **Cont'd Classes Currently Offered**

### **How Do I Manage My Time? – Time Management Assessment and Improvement** -

Review a quick and easy-to-use tool for identifying your personal time management style. The self- assessment measures an individual's preference for one or more of the four basic behavioral styles. Learn how to capitalize on your strengths and understand how to avoid potential trouble spots. Identify ways to improve interaction with others who have different time management styles.

**Learning to Listen** - Learn how to focus and explore the visible and invisible aspects of effective listening behavior. Assess your personal listening skills in three dimensions. Learn what traits and behaviors are needed for both physically and mentally listening to maximize your strengths and improve your weaknesses. Understand common barriers to stay focused, capture the message, and help the speaker.

**Managing Performance – Key Conversations** - Addressing unsatisfactory performance as soon as it becomes apparent is crucial. It is important to be able to recognize the types of poor performance and understand which responses are likely to be most effective for each. Learn to appreciate the importance of gathering facts and data rather than rumors, assumptions, or guesswork. Learn positive and constructive methods for handling unacceptable performance, including tips on how to provide corrective feedback. Identify and practice key communication techniques.

**Power Tools – Proofing Practice** - Identify methods for proofing and editing content, structure, spelling, grammar, and usage. Practice proofreading and editing skills using samples provided and participate in group discussion regarding changes made.

**Projecting Professionalism** - Learn the importance of projecting a professional image through email, correspondence, and phone etiquette by understanding the impact of first impressions. Identify techniques to improve and polish speaking skills. Also, learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance.

**What's My Role? – Team Roles and Dynamics** - Identify your personal team member style and develop the interpersonal skills needed for effective teamwork. Understand how to capitalize on style strengths and how to improve on trouble spots. Identify your fellow team members' styles to better understand their behavior, learn how to adapt it to improve interpersonal relationships, and develop rapport to become an effective team.